

ASSEMBLY BILL

No. 2575

Introduced by Assembly Member Furutani

February 24, 2012

An act to amend Section 326 of the Business and Professions Code, relating to consumer complaints.

LEGISLATIVE COUNSEL'S DIGEST

AB 2575, as introduced, Furutani. Consumer complaints.

Existing law creates the Department of Consumer Affairs to protect the interests of consumers regarding the purchase of goods or services. The director of the department, upon receipt of a customer complaint indicating probable violations, as specified, is required to forward it to the appropriate regulatory or law enforcement agency.

This bill would make technical, nonsubstantive changes to these provisions.

Vote: majority. Appropriation: no. Fiscal committee: no.
State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 326 of the Business and Professions Code
- 2 is amended to read:
- 3 326. (a) Upon receipt of any complaint pursuant to Section
- 4 325, the director may notify the person against whom the complaint
- 5 is made of the nature of the complaint and may request appropriate
- 6 relief for the consumer.

1 (b) The director shall also transmit any valid complaint to the
2 local, state or federal agency whose authority provides the most
3 effective means to secure the relief.

4 The director shall, if appropriate, advise the consumer of the
5 action taken on the complaint and of any other means which may
6 be available to the consumer to secure relief.

7 (c) If the director receives a complaint or receives information
8 from any source indicating a probable violation of any law, rule,
9 or order of any regulatory agency of the state, or if a pattern of
10 complaints from consumers develops, the director shall transmit
11 ~~any~~ *a* complaint he or she considers to be valid to ~~any~~ *an*
12 appropriate law enforcement or regulatory agency and any evidence
13 or information he or she may have concerning the probable
14 violation or pattern of complaints or request the Attorney General
15 to undertake appropriate legal action. It shall be the continuing
16 duty of the director to discern patterns of complaints and to
17 ascertain the nature and extent of action taken with respect to the
18 probable violations or pattern of complaints.